

# AZNet Telecommunications Billing

**FEBRUARY 2006**

## **Billing Issues and Disputes**

Several concerns have arisen regarding the billing for the *AZNet* program concerning:

- Late fees appearing on the carrier portion of *AZNet* invoices
- Disconnect notices
- Billing errors
- Disconnects

### **To help avoid problems:**

- All cutoff notices and potential disconnects should immediately be directed to the *AZNet* Billing Manager, Diane Hinkle, at 602-364-1348. Please remember that the *AZNet* Support Desk is available 24X7 should you need help outside normal business hours. To reach the *AZNet* Support Desk/Billing, call (602) 364-4444 (option 5, then 2) or via email at [AZNETSUPPORTDESK@AZDOA.GOV](mailto:AZNETSUPPORTDESK@AZDOA.GOV)
  - Identify the problem as Disconnect Notice or Disconnect has occurred. Notices may be faxed directly to 602-364-1110, please include agency name, agency contact, address and telephone number
  - *AZNet* will immediately contact the carrier to resolve the issue and will report back to the agency contact
- If you are disputing charges and/or will be “short-paying” your invoice, it is critical that a billing dispute be logged with the *AZNet* Support Desk identifying each portion of the bill being disputed. This will allow us to apply your payment correctly and resolve your issues. Until a dispute is logged, a “short pay” is considered late and is subject to carrier late fees.

Be assured that *AZNet* is doing everything possible to resolve these issues. If you have questions, please call the *AZNet* Support Desk at 602-364-4444 or [AZNETSUPPORTDESK@AZDOA.GOV](mailto:AZNETSUPPORTDESK@AZDOA.GOV). Please check the *AZNet* website for the latest telecommunications information at [www.aznet.gov](http://www.aznet.gov).